

	HEADERS	DETAILS
1. Intimation of Incident (T-day, within 1 Hour of the Incident)	1. Letter / Report Subject -	Reporting of technical glitch
	Name of the Member --	Zerodha Broking Limited
	Member Code -	NSE: 13906; BSE: 6498, MCX: 56550
	2. Designated Officer (Reporting Officer details)	Name: Pankathi H Jain
	3. Date & Time of Incident	08-07-2024; 9:19 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX,	NSE & BSE
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of	Bulletin, Tweet, IVR message, Support Bulletin
	6. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Some of our users faced issues with the status update of orders placed intermittently. However, these orders were successfully placed on the exchange. The issue is resolved. The issue was Intermittent. The order placement, order modification and order cancellation were not impacted. However, there was a delay in display of order status. The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup). A bulletin and support banner was put up on our website informing clients about the issue. A tweet was also put up. IVR message was played to the clients calling on our support line informing them about the issue.
7. Additional Details about the Technical Glitch, if Any.		
2. Preliminary Incident Report (T+1 day)	1. Date & Time of Incident & Incident duration (in Minutes)	08-07-2024; 9:19 AM, 21 minutes. A segment of our users encountered delays in receiving status updates for the orders they placed. The issue was resolved within 21 minutes. The issue was Intermittent. The order placement, order modification and order cancellation were not impacted. However, there was a delay in display of order status.
	2. Incident Description	The issue affected a particular set of users operating out of a particular isolated "Silo" (OMS setup). A bulletin was put up on our website informing clients about the issue. A IVR message was put up for incoming calls informing clients about this issue. We also informed our users on Twitter about the same.
	3. Immediate action taken (provide brief details)	We noticed that there was an issue with order status update for a small percentage of our clients on one particular silo (set up). We promptly debugged and resolved the issue in 21 minutes. i. We are in process of quantifying the number of clients impacted. As stated earlier, order placement, order modification and order cancelation were unaffected. Of the 14 million clients on our platform, we received about 6600 calls and 2200 tickets across all segments.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	ii. Further, there was no other impact.
	5. Were alternate trading channles available for clients (list all the alternate channels) i) Was there a spike in traffic on the alternate channels available to clients? If yes, provide details.	Since order placement, order modification and order cancellation were not impacted, there was no need for an alternate trading channel.
	6. Was the issue caused or encountered by a third-party vendor or service provider? i) Name of the third-party vendor or service provider and a bief description of the issue. ii) Do you have a back-up vendor for the said services	NA
	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of intimation and communication sent to the Exchnage.	No
	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	NA

	1. Date & Time of Incident & Recovery & Incident duration (in Minutes)	08-07-2024; 9:19 AM; 9:40 AM; 21 minutes.
	2. Incident Description & chronology of events (Please provide brief details)	Some of our users faced delay with the display of order status updates due to an issue at our application's end. The issue was resolved within 21 minutes. The order placement, order modification and order cancellation were not impacted.
	3. Business Impact: Please provide details on the points below: i) Number of clients impacted ii) Number of client orders impacted iii) Any P&L impact iv) Any other impact on Business	i. We are unable to quantify the number of clients impacted since the issue was only with the display of order status updates. As stated earlier, order placement, order modification and order cancellation were unaffected during the impacted period. ii. No impact on order placement, order modification and order cancellations iii. No impact on P&L. iv. No other impacts.
	4. Details of Client Complaints Received (Please provide details of claims of impacted clients) i) Number of Complaints Received ii) Number of Complaints Settled iii) Number of pending complaints iv) Total amount claimed by complainants	i. About ninety exchange complaints across all segments as on date of filing this RCA. ii - All the client complaints via tickets and calls have been resolved. iii - There are about fifty pending complaints as on date of filing this RCA. We are actively working on resolving those at the earliest and submitting our response to the exchange regarding those complaints. iv - The amount claimed by the complainants is approximately Rs. 11.70 lakhs as on date of filing this RCA.
	5. Root Cause Summary (Pl attach the detailed Report separately)	Following a comprehensive investigation, it was determined that the primary cause of the incident stemmed from multiple factors within one part of the kite backend application. The issue arose due to a recent optimization intended to improve the efficiency of data streaming from NEST to kite backend. Previously, kite backend app on this Silo received orders and trades data on a single channel, sequentially. The optimization was designed to stream orders and trades data on separate channels to enhance efficiency. However, this optimization inadvertently disrupted the data stream, leading to the incident, although contained within a specific silo.
	6. If the issue was caused or encountered by a third-party vendor or service provider, Please provide the below details: i) What services are being provided by the third-party vendor or service provider? ii) Time taken (in Minutes) by third-party vendor or service provider to resolve the issue.	i. NA ii. NA
	7. Has a similar issue been encountered prior to the submission of this RCA Report?	A similar issue hasn't been encountered prior to the submission of this RCA, since Dec 2021 when we started reporting the glitches.
	8. Details of long-term preventive action (please provide all action points for long-term preventive action with the date from which they will be implemented) (please use additional sheets if necessary)	We resolved the issue by temporarily reverting to the previous configuration and subsequently addressing the stream issues. After thorough testing and validation, we have now successfully transitioned to the optimized system, ensuring reliable and efficient data streaming from NEST to the Kite backend app on this Silo.
3. RCA of Technical Glitch Incident (T + 14 days)	9. Provide a detailed Architecture Diagram of the System.	Attached